

OFFICIAL
7036333303

**RECEIVED
CENTRAL FAX CENTER**

JUL 14 2004

**PATENT
Docket No. 42390.P8971**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

John CROOK

Application No.: 09/523,935

Filed: March 13, 2000

For: METHOD OF PROCESSING AN INBOUND
CALL IN A CALL CENTER


)
)
) Group Art Unit: 2642
)
) Examiner: H. Hong
)
)
)
)
)
)
)

RESPONSE TO OFFICE ACTION

MS Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated April 22, 2004, the following remarks are respectfully submitted in connection with the above-identified application.

| CERTIFICATE OF TRANSMISSION | |
|--|---------------------|
| I hereby certify that this correspondence is being facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below | |
| By:  Santa Evans | Date: July 14, 2004 |